



# **Quality Monitoring and Plan Performance**

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Managed Risk Medical Insurance Board  
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# Overview



- Quality Assessment – Health Plans
- Quality Assessment – Dental Plans
- Member Satisfaction Surveys
- Cultural and Linguistic Services
- Plan Performance Profiles
- Advisory Committee on Quality

# Quality Assessment – Health



## ■ HEDIS Measures

- ❑ Childhood Immunization Status – Combination 2 & 3
- ❑ Children's Access to Primary Care Physicians
  - 12-24 months
  - 25 months through 6 years
  - 7-11 years
  - 12-18 years
- ❑ Well Child Visits
  - First 15 months of life
  - 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> years of life
- ❑ Adolescent Well Care Visits

# Quality Assessment – Health



## ■ HEDIS Measures (cont'd)

- ❑ Use of Appropriate Medications for Asthma
- ❑ Chlamydia Screening in Women
- ❑ Mental Health Utilization
- ❑ Identification of Alcohol and other Drug Services
- ❑ Appropriate Treatment for Children with Upper Respiratory Infection\*
- ❑ Appropriate Testing for Children with Pharyngitis\*
- ❑ Lead Screening in Children\*\*

\* Added in 2007

\*\* Added in 2008

# Quality Assessment – Dental



- HEDIS Measure – Annual Dental Visit
- Overall Utilization of Dental Services
- Preventive Dental Services
- Use of Dental Treatment Services
  - excludes diagnostic and preventive services
- Examinations/Oral Health Evaluations
- Treatment/Prevention of Caries
- Filling to Preventive Services Ratio
- Continuity of Care

# Member Satisfaction Surveys



- Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey
- Young Adult Health Care Survey (YAHCS)
- Dental Consumer Assessment of Healthcare Providers and Systems (D-CAHPS) Survey
- Satisfaction surveys were not conducted in 2008; MRMIB hopes to conduct surveys in 2009 contingent on funding

# Cultural and Linguistic Services



- Survey reduced from 37 to 17 questions
- Web-based responses
- Survey Focus
  - Provision of interpretation services
  - Proficiency of bilingual providers and interpreters
  - Training providers and staff on cultural competency
  - Development of internal systems
  - Use of language, ethnicity data for quality improvement

# Plan Performance Profiles



- Summary and analysis of each plan's performance over 3-year period, including:
  - Minimum Loss Ratio
  - HEDIS Scores
  - CAHPS Scores
- In 2009, will add C&L services to the analysis
- MRMIB will use in decisions regarding rates, contracting requirements, and development of quality performance improvement plans



# Advisory Committee on Quality



- 20 Members appointed by MRMIB Executive Director
- Includes plan and provider representatives, quality experts, researchers, consumer advocates
- Advise MRMIB staff
  - ❑ Types of measures to collect
  - ❑ Benchmarks to use in evaluating plan performance
  - ❑ Tools to assess C&L competency
  - ❑ Public reporting and presentation of plan performance
  - ❑ Performance improvement projects and goals

# Quality Reports



- Available on the MRMIB web site
- 2007 Member Satisfaction Survey Report
  - [www.mrmib.ca.gov/MRMIB/Consumer\\_Survey.html](http://www.mrmib.ca.gov/MRMIB/Consumer_Survey.html)
- 2007 HEDIS Report
  - To be presented at the November 19, 2008 Board Meeting
- 2007 Cultural and Linguistic Services Survey
  - [www.mrmib.ca.gov/MRMIB/Cultural\\_Linguistic\\_Rpts.html](http://www.mrmib.ca.gov/MRMIB/Cultural_Linguistic_Rpts.html)



# Questions?

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